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D.J
#7 2804
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In re Application of:

Michael W. Brown et al.

Serial No.: 10/015,380

Filed: 12/12/2001

Title: Managing Caller Profiles Across

Multiple Hold Queues According To

Authenticated Caller Identifiers

Before the Examiner:

Group Art Unit: 2645

Intellectual Property Law Department

International Business Machines Corporation

11400 Burnet Road

Austin, Tx 78758

January 22, 2004

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Thank you,

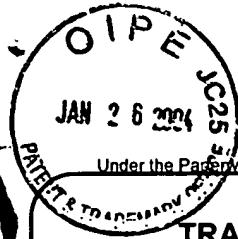
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1/22/04
Date



2645

PTO/SB/21 (08-03)

Approved for use through 08/30/2003. OMB 0651-0031
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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

	Application Number	10/015,380
	Filing Date	12/12/2001
	First Named Inventor	Michael W. Brown
	Art Unit	2645
	Examiner Name	
Total Number of Pages in This Submission	2	Attorney Docket Number
		AUS920010824US1

ENCLOSURES (Check all that apply)

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